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Thursday, July 01, 2010

State of South Carolina  
Public Service Commission  
PO Drawer 11649  
Columbia, SC 29211

ATTN: Hearing Clerk

RE: Docket #: 2010-224-E

File#: 10-E-1188

Dear Madam:

This communication is with respect to my telephone conversation with your office on Tuesday morning, June 29<sup>th</sup>. During this conversation I made request that **ALL** information (including the complaint form & 39 supporting documents including a photographic CD) of a former complaint that I made regarding DUKE ENERGY [File # 10-E-1188 (filed with your office on April 26, 2010)] be submitted as additional information, supporting documents, and evidence. That complaint gives a clearer & more concise overall picture of what has gone on with DUKE ENERGY which has lead me to filing **another** complaint about them. The information contained in File# 10-E-1188 are the steps that have lead to the basic need for filing the current complaint. Bottom line: there is much to be desired in DUKE ENERGY's policies, practices & procedures when dealing with customers.

Subsequently, my inquiry was answered later in the day with a return call stating **affirmatively** that these items would be allowed into the hearing records, but it would be necessary to put my request in writing. *This letter services as that formal request to have ALL items from File# 10-E-1188 be included into the case record of Docket# 2010-224-E.* In an effort to expedite this request, and meet the deadline I set for myself, I am submitting this letter to reiterate that request via facsimile; however, a hard copy will be send to you via USPS this afternoon.

Thank you for your time.

Respectfully,

R. Chatman

Gail Chatman

Gail Chatman